



# SharePoint Worst Practices: Five Common Mistakes to Avoid

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## Sound Familiar?

“SharePoint is so easy users will figure it out!”

“Planning for a SharePoint implementation?  
Complete waste of time”

“I am a Sys Admin by day and the SharePoint guy/  
gal by night”



## Presentation Objectives

- In this presentation, you will learn how to avoid the five common mistakes in implementing SharePoint
- In addition, you will be able to:
  - Identify the key components of a successful SharePoint implementation
  - Identify the steps to properly plan for a SharePoint project
  - Value the significance of establishing measurable goals and ROI
  - Define key roles and responsibilities of a SharePoint team



## Dux Raymond Sy, PMP



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## Agenda

- Our SharePoint Implementation is Perfect, Is It?
- Planning is for Sissies
- Here's the Toolbox, Go Find a Problem
- How Much Did We Save?
- Apples are the Same as Oranges
- I am a Direct Descendant of Superman
- Questions and Answers



## What a Concept

“Technology provides **no benefits** of its own; it is the **application of technology to business opportunities** that produces ROI. ”

—Robert McDowell,  
*In Search of Business Value*





## Who Knows This Cry Baby?



## Five Common Mistakes to Avoid

1. Lack of Proper Planning
2. Showcase Features, not Building Solutions
3. Undefined Business Case
4. Poor Understanding of SharePoint
5. Unrealistic Staffing







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## #1 Lack of Proper Planning

- For my dream house
  - I will buy a piece of land
  - Then buy drywall, tools, etc. at the hardware store
  - Start building
- Show me a successful SharePoint implementation without proper planning
  - I'll show you a perfect house that was built with no blueprint

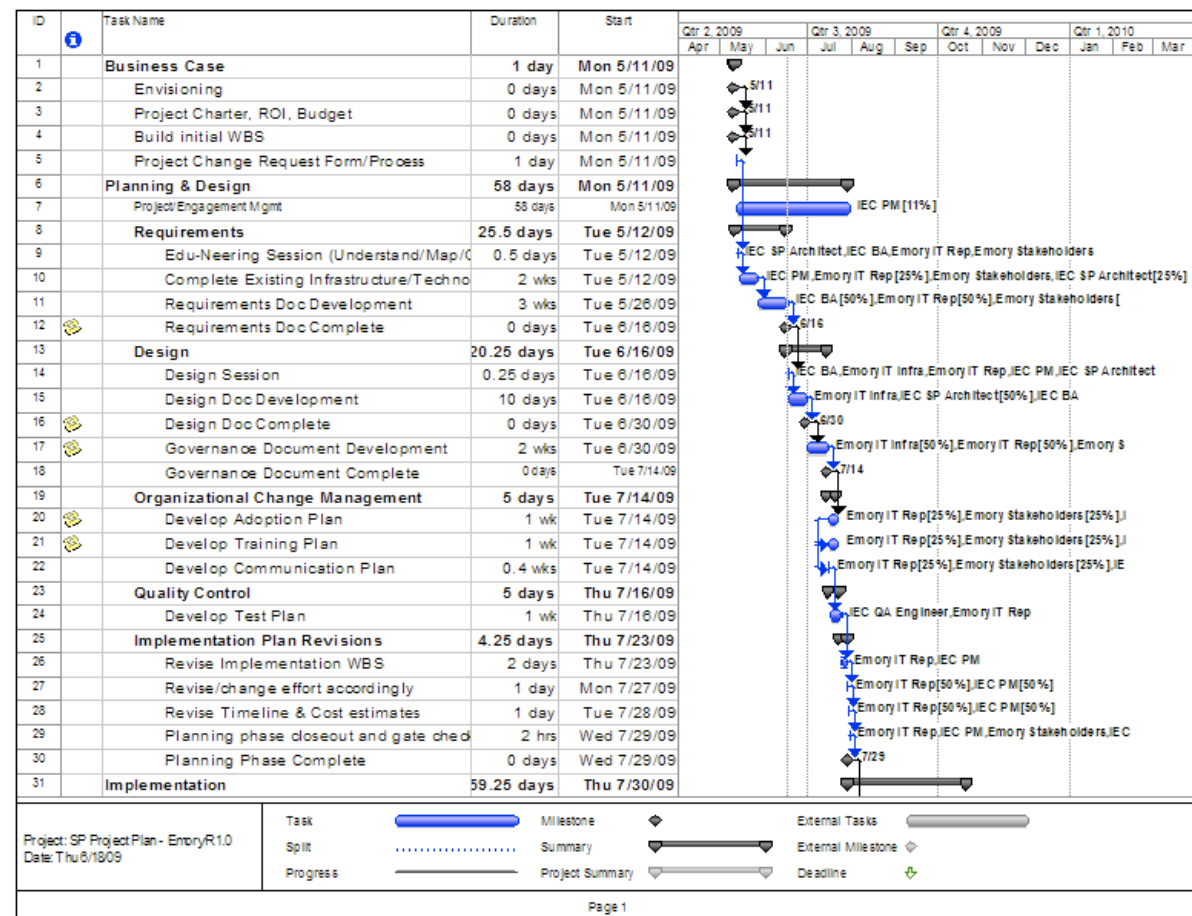


## Proper Planning Involves

- Defining measurable goals and priorities
- Securing committed sponsors
- Engaging the user community
- Effectively identifying requirements
- Creating realistic project schedule
- Forming the relevant team



## Example: SharePoint Deployment Schedule





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## #2 Showcase Features, not Building Solutions

- How would you like to drive a Lamborghini Diablo?
  - BTW, you just learned how to ride a bike yesterday



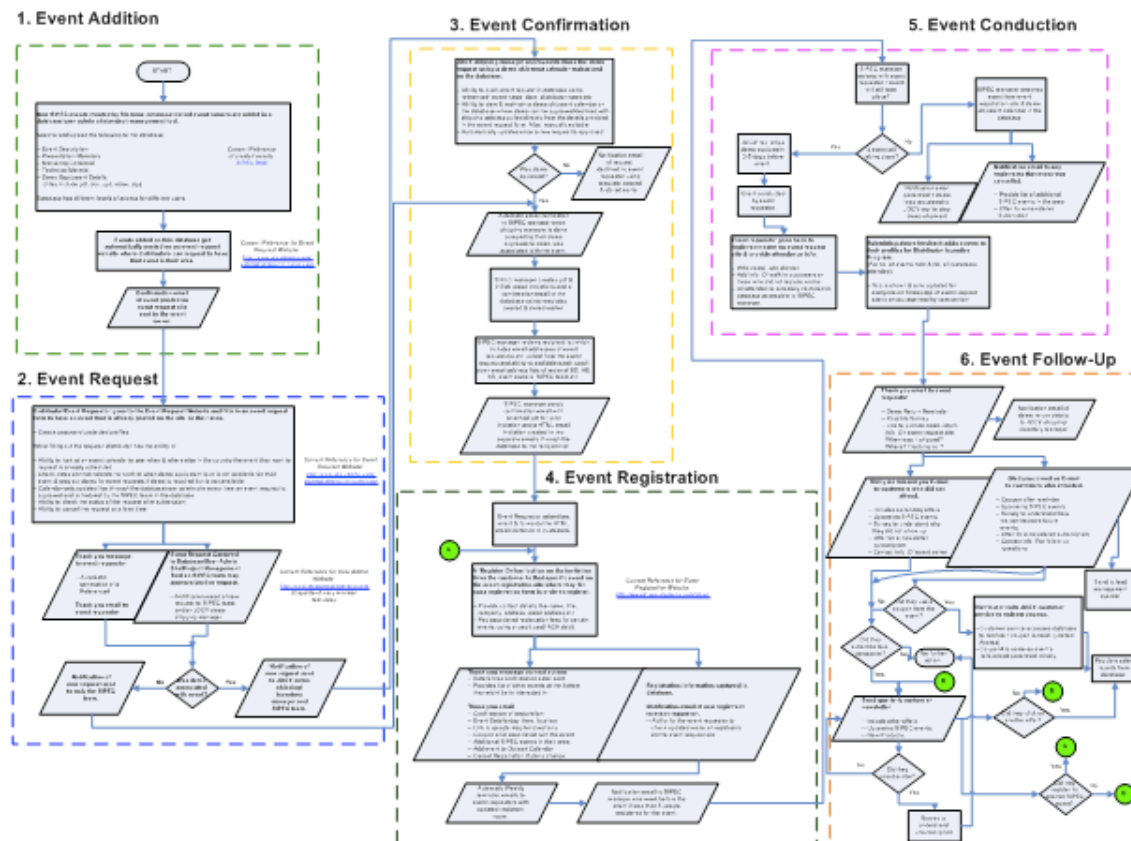
## Build Solutions & Don't Showcase Features

- Engage users and help them identify pain points
  - Inefficient processes
  - Lack of automated tools
- Build solutions based on
  - Audience background
  - Usability Requirements
  - SharePoint capabilities
- Provide RELEVANT training and support
- Gather feedback once the solution is deployed
  - Continuous improvement is important





# Example: Process Flow Diagram







## Example: Automate Change Request

Cebu Project PMIS > Change Request > New Item

### Change Request: New Item

OK Cancel

Attach File \* indicates a required field

**CR Title \*** Add Resources

**Description of Change \*** We will need 2 additional IT Support technicians

**Affected Task \*** Conduct GI

**CR Status \*** Proposed

**Due Date \*** 6/25/2008

Cebu Project PMIS > Change Request Tasks > CR Initiated Add Resources

### Change Request Tasks: CR Initiated Add Resources

! The content of this item will be sent as an e-mail message to the person or group assigned to the item. Close

New Item | Edit Item | Delete Item | Manage Permissions | Alert Me | Version History

<b>Title</b>	CR Initiated Add Resources
<b>Priority</b>	(2) Normal
<b>Status</b>	Not Started
<b>% Complete</b>	
<b>Assigned To</b>	SPCAFE\am
<b>Description</b>	A change has been proposed Add Resources <a href="http://sp.sharepointdojo.com/Cebu/Lists/Change Request/DispForm.aspx?ID=2">http://sp.sharepointdojo.com/Cebu/Lists/Change Request/DispForm.aspx?ID=2</a>
<b>Start Date</b>	6/13/2008
<b>Due Date</b>	6/25/2008
<b>Workflow Name</b>	Change Request Process

Version: 1.0  
Created at 6/13/2008 3:09 PM by Dux Raymond Sy  
Last modified at 6/13/2008 3:09 PM by System Account

Close





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## #3 Undefined Business Case

- What is the value of deploying SharePoint?
- Better Collaboration? Improved Document Management?
  - That doesn't mean anything!
- What's the bottom line?



## Specify Measurable Goals & ROI

- Measurable Business Goals
  - Increase employee productivity by 15%
  - Reduce storage and bandwidth cost by 20%
- Return on Investment (ROI)
  - Did you get the bang for your buck?
  - How soon?

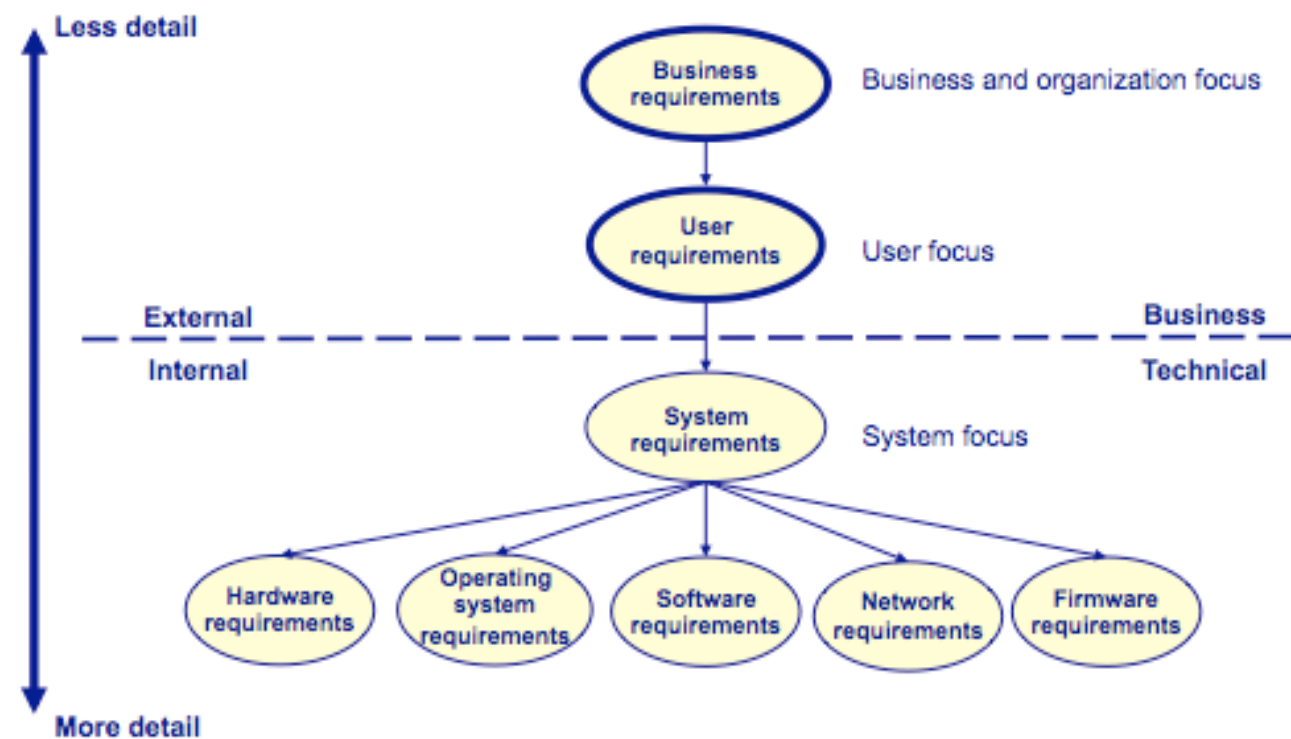


## Example: Increasing Productivity

- Productivity study found that
  - An employee spends 45 mins/day looking for information
  - Essentially meant that a team of 20 people wastes 900 minutes a day
  - In a 3-month period, that is 54,000 minutes or roughly 38 person days
- How much does this cost the organization?
- What if an employee can regain just 7 of those 45 minutes wasted each day?
  - This is 15% increase in productivity
  - 6 person days in 3 months are gained
  - SharePoint Search can be used to fulfill this goal



## Proper Requirements Gathering is Key





## Example: Requirements Document

### 1 Project Background

#### 1.1 Introduction

Morgan Franklin Corporation is looking to leverage and develop solutions utilizing Microsoft SharePoint Technology Platform. As a first step towards this goal the Morgan Franklin Corporate Intranet and Departmental Intranets will be migrated to the SharePoint platform.

#### 1.2 Objectives

- Determine the required site structure for the corporate and departmental intranets
- Design a site structure that will host the information current and departmental intranets
- Create the new Morgan Franklin Corporate Intranet site structure
- Assist with the creation of new Morgan Franklin Departmental Intranets
- Assist with the branding of the created sites
- Assist and guide with the data migration from the existing intranets

#### 1.3 Key Success Criteria

- Create a stable and manageable SharePoint Platform
- Create an initial application (Intranet) that will gain corporate acceptance

#### 1.4 Scope

##### 1.4.1 Scope Management

Given the tight timeline and limited budget of the initial project, it is necessary to manage scope to the minimum functionality to achieve success.

##### 1.4.2 The scope of this project is limited to the following:

- Review current assets and assist with the hardware requirements
- Review desired layout for sites and assist with design
- Assist with the design and configuration of site look and feel including background colors, logos, etc.
- Develop Intranet site to replace current portal
  - Employee Lookup
  - Corporate Forms
  - Organizational Charts
  - Document Management
- Migrate a limited set of documents from the current portal for the purpose of validating the new SharePoint Intranet structure. The remaining documents and information will be migrated by Morgan Franklin.
- Assist in developing a training plan to facilitate adoption by the employee base.

### SharePoint Intranet

## Functional Requirements Document

Version 1.0

February 1, 2008



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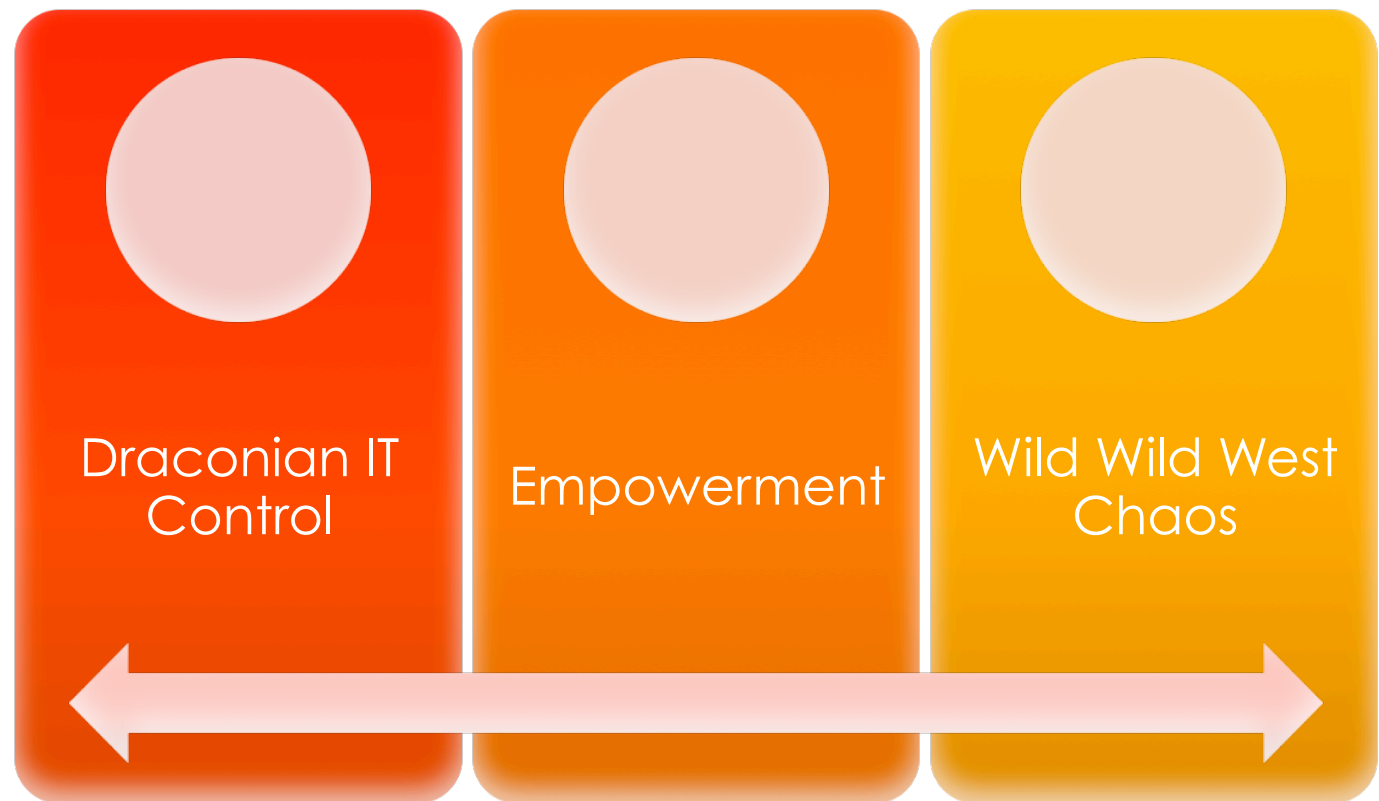


## #4 Poor Understanding of SharePoint

- Pop Quiz: True or False
  - SharePoint Total Cost of Ownership is very expensive
  - Changing the look & feel of SharePoint is easy
  - FTP is the only way to transfer files in SharePoint
  - Creating deep folder hierarchy in Document libraries is the way to organize files
  - It is better to write code than leveraging SharePoint for custom applications
- SharePoint is underestimated
  - Business
  - IT



## SharePoint Implementation Continuum



## What Do I Need To Know?

- Business
  - Total Cost of Ownership
  - Governance
- Technology
  - Key Features
  - Branding
  - Custom Development
  - Release Management
- Adoption
  - Roles and Responsibilities
  - Bridging Gaps: i.e. Folder Hierarchy vs Tags, Filters, Views





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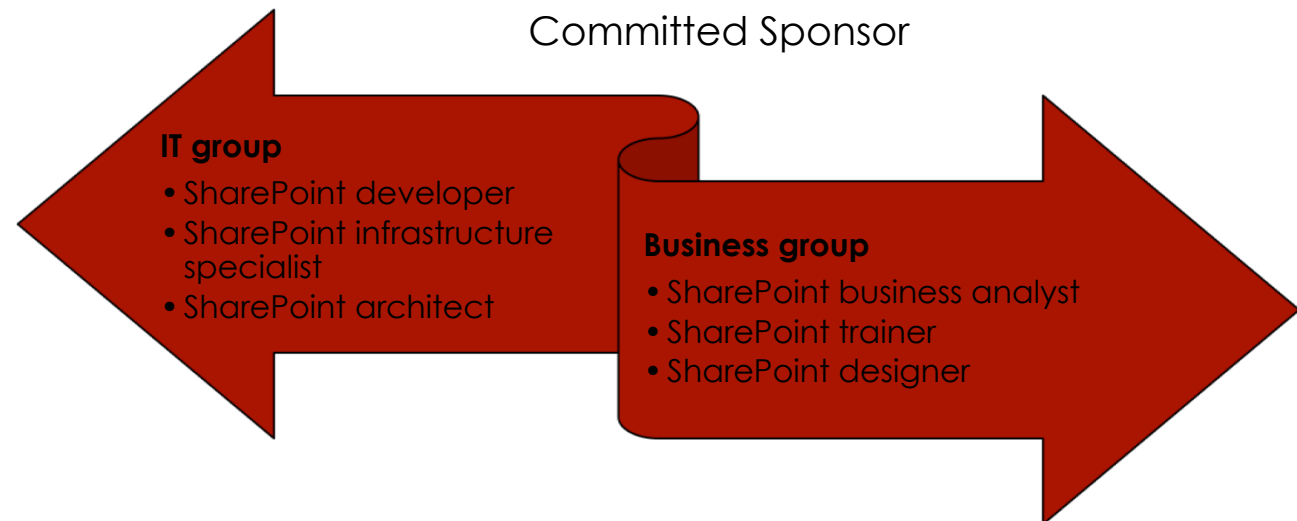


## #5 Unrealistic Staffing

- A single individual or two CANNOT successfully deploy SharePoint in an enterprise



## The SharePoint A-Team





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Questions?



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**Thank  
You!**

